

## CLAIMS

What is claimed is:

1 1. A method for diagnosing consumer electronic devices, the method  
2 comprising:  
3 receiving information indicative of a problem with one or more potentially  
4 faulty consumer electronic devices; and  
5 providing a diagnostic procedure to control diagnosis of the one or more  
6 potentially faulty consumer electronic devices by at least one testing consumer  
7 electronic device capable of diagnosing the one or more potentially faulty consumer  
8 electronic devices.

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2 directing a user to a consumer electronic device that is designated to provide  
3 a user interface for performing the diagnostic procedure.

1 6. The method of claim 1 further comprising:  
2 receiving the diagnostic procedure over a public network.

1 7. The method of claim 1 further comprising:  
2 receiving the diagnostic procedure from a home network device.

8. The method of claim 6 further comprising:  
downloading the diagnostic procedure to a diagnostic procedure host device.

9. The method of claim 8 wherein the diagnostic procedure host device is a  
10 component of the testing consumer electronic device.

1 10. The method of claim 2 further comprising:  
2 providing direct communication between a user and a human test technician  
3 using connection of the home network to a public network.

1 11. A method for diagnosing consumer electronic devices, the method  
2 comprising:

Sub A3 (1, 2, 3, 4) 3 collecting data concerning functionality of a potentially faulty consumer  
4 electronic device using a testing consumer electronic device capable of diagnosing  
5 the potentially faulty consumer electronic device;  
6 utilizing the collected data to identify a problem with the potentially faulty  
7 consumer electronic device; and  
8 when the problem is identified, notifying the user about the problem.

1 12. The method of claim 11 wherein the testing consumer electronic device  
2 communicates with the potentially faulty consumer electronic device using a home  
3 network.  
4

Sub C4 5 13. The method of claim 12 wherein collecting data further comprises:  
6 instructing the testing consumer electronic device to remotely control a  
7 certain operation of the potentially faulty consumer electronic device and to capture  
8 data resulting from the certain operation; and  
9  
10 receiving the resulting data from the testing consumer electronic device.

1 14. The method of claim 12 wherein collecting data further comprises:  
2 instructing the testing consumer electronic device to download a sequence of  
3 stimulus and measurement instructions to the potentially faulty consumer electronic  
4 device for execution and to capture data resulting from the execution; and  
5 receiving the resulting data from the testing consumer electronic device.

1 15. The method of claim 12 wherein collecting data further comprises:

2 instructing the testing consumer electronic device to generate test data on one  
3 of a plurality of streaming outputs, to direct the test data to a streaming input of the  
4 potentially faulty consumer electronic device, and to capture output data of the  
5 potentially faulty consumer electronic device; and  
6 receiving the output data of the potentially faulty consumer electronic device  
7 from the testing consumer electronic device.

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16. The method of claim 11 wherein collecting data further comprises:  
instructing the testing consumer electronic device to test an operation of the  
potentially faulty consumer electronic device pertaining to communication between  
the potentially faulty consumer electronic device and an operational user interface,  
the operational user interface being known to function properly; and  
receiving test data from the testing consumer electronic device.

17. The method of claim 11 wherein the testing consumer electronic device  
communicates with the potentially faulty consumer electronic device using a  
connectivity means that is established specifically for the diagnosis.

18. The method of claim 11 further comprising:  
determining which of a plurality of potentially faulty consumer electronic  
devices has a fault.

19. The method of claim 12 wherein collecting data further comprises:

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4 providing direct communication between a user and a test technician via an  
operational interface of any one of the testing consumer electronic device and the  
5 potentially faulty consumer electronic device using connection of the home network  
to a public network.

1 20. The method of claim 12 wherein collecting data further comprises:  
2 comparing a current operation of the potentially faulty consumer electronic  
3 device with a prior operation of the potentially faulty consumer electronic device  
4 that was recorded before the problem arose.

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5 means for providing a diagnostic procedure to control diagnosis of the one or  
6 more potentially faulty consumer electronic devices by at least one testing consumer  
7 electronic device capable of diagnosing the one or more potentially faulty consumer  
8 electronic devices.

1 24. An apparatus for diagnosing consumer electronic devices, the apparatus  
2 comprising:

3 a user interface to facilitate user input of information indicative of a problem  
4 with one or more potentially faulty consumer electronic devices; and

5 a gateway device to provide a diagnostic procedure to control diagnosis of the  
6 one or more potentially faulty consumer electronic devices by at least one testing  
7 consumer electronic device capable of diagnosing the one or more potentially faulty  
8 consumer electronic devices.

9 25. An apparatus for diagnosing consumer electronic devices, the apparatus  
1 comprising:

2 means for collecting data concerning functionality of a potentially faulty  
3 consumer electronic device using a testing consumer electronic device capable of  
4 diagnosing the potentially faulty consumer electronic device;

5 means for utilizing the collected data to identify a problem with the  
6 potentially faulty consumer electronic device; and

7 means for notifying the user about the problem when the problem is  
8 identified.  
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(cont'd)

1 26. An apparatus for diagnosing consumer electronic devices, the apparatus  
2 comprising:  
3 a data collector to collect data concerning functionality of a potentially faulty  
4 consumer electronic device using a testing consumer electronic device capable of  
5 diagnosing the potentially faulty consumer electronic device;  
6 a problem identifier to utilize the collected data to identify a problem with  
7 the potentially faulty consumer electronic device; and  
8 a user interface to notify the user about the problem when the problem is  
9 identified.

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